NTC Mills

2346. SHRI V. GOPALSAMY:
SHRI T. R. BALU:

Will the Minister of TEXTILES be pleased to state:

(a) what is the number of textile mills which are at present under the National Textile Corporation;

(b) what is the number of workers employed in these mills and the States in which they are located;

(c) what are the names of the mills which made profit during the last three financial years and also the amount of profits made; and

(d) what are the names of the mills that incurred loss alongwith the amount of loss and the steps taken in each case to make these mills run on profit?

THE MINISTER OF STATE IN THE MINISTRY OF TEXTILES (SHRI RAFIQUE ALAM): (a) There are, at present, 109 nationalised and 15 managed textile mills under NTC.

(b) The total number of permanent, badli, casual workers, 'on roll' in 124 mills under NTC, as on 31-3-1988, was about 1.90 lakhs. These mills are located in the States of Maharashtra, Gujarat, Madhya Pradesh, Uttar Pradesh, Punjab, Rajasthan, Tamilnadu, Andhra Pradesh, Karnataka, Kerala, West Bengal, Assam, Bihar, Orissa and Union Territories of Delhi and Pondicherry (including Mahe).

(c) and (d) A statement showing the mill-wise net profit/loss of mills under and 1987-88 is attached. [*See* Appendix CVLVII, Annexure No. 103.]

NTC has formulated mill-specific Action Plan to improve the performance of the mills.

Decline in efficiency of Indian Overseas Bank

2347. KUMARI SUSHILA TIRIA: Will the Minister of FINANCE be pleased to state:

(a) whether Government are aware about the steady decline in efficiency and service in nationalised banks, despite great investment in computers and machinery to assist bank operations;

(b) if so, what steps Government are taking to monitor the functioning of nationalised banks;

(c) whether it is a fact that Indian Overseas Bank has been rated to be the least efficient amongst nationalised banks in some matters;

(d) what steps are being taken to improve the performance of the above Bank;

(e) whether any Government director/ functions the Board of Indian Overseas Bank; and

(f) if so, whether any explanations have been sought from them about the inefficient functioning of the Bank?

THE MINISTER OF STATE IN THE DEPARTMENT OF ECONOMIC AFFAIRS IN THE MINISTRY OF FINANCE (SHRI EDUARDO FALEIRO): (a) to (f) Government have been continually monitoring the performance of all public sector bank including India Overseas Bank, in all aspects of their operations including customer service. Boards of Directors of the Banks, on which Government nominees are present, have also been regularly reviewing implementation of measures to improve customer service of their banks. Some of the measures taken include *inter-alia* speedier clearing of cheques through computerisation of Clearing Houses, speedier collection of outstation cheques through increased use of courier service, evolution of time norms for customer related services, machinery for redressal of customers' grievances, etc.